

Integrated Property Tax Management System

Listening Session

Jill Remick, Director

District Advisors: Christie Wright, Teri Gildersleeve, Barb Schlesinger, Cy Bailey, Roger Kilbourn, Chris Landin, Deanna Robitaille, Nancy Merrill, Nahoami Sainz

April 2019



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Welcome, and Thank You!

Agenda:

- Introductions
- District Advisors
- Why are we here?
- Timeline
- Questions for you
- Questions for us
- Comments and Next Steps

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District Advisors

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Listening
Sessions in
11 Locations

DATE	TOWN/CITY	EVENT LOCATION	TIME
April 3	Middlebury	Town Hall—1st Fl., 77 Main St., Middlebury	1:30–3:00 p.m.
April 3	Rutland Town	Town Office—Main Fl., 181 Business Rte. 4, Rutland	6:30–8:00 p.m.
April 8	Hartford	Town Offices—1st Fl., 171 Bridge St., White River Junction	4:00–5:30 p.m.
April 17	Moretown	Town Office—79 School St., Moretown	9:30–11:00 a.m.
April 18	St. Albans	St. Albans City Council Chambers—100 North Main St., St. Albans City	11:00 a.m.–12:30 p.m.
April 18	Burlington	Fletcher Free Library—Community Rm., 235 College St., Burlington	2:00–3:30 p.m.
April 24	St. Johnsbury	St. Johnsbury Gallery Building—NVDA Conference Rm., 36 Eastern Ave., St. Johnsbury	2:00–3:30 p.m.
April 24	Newport	Goodrich Memorial Library—202 Main St., Newport	4:30–6:00 p.m.
April 25	Morristown	Town Offices—Community Meeting Rm., 43 Portland St., Morristown	2:00–3:30 p.m.
April 26	Brattleboro	Town Offices—2nd Fl., Selectboard Conference Rm., 230 Main St., Brattleboro	10:00–11:30 a.m.
April 26	Manchester	Town Office—40 Jeff Williams Way, Manchester	2:00–3:30 p.m.

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Why are we here?

- **Background and context**
 - Demand by external and internal stakeholders
 - Requirements of State system
- **Goals of the RFP and project**
 - Take advantage of modernized, real-time technology
 - Improve customer service and turnaround time
 - Maximize limited time and money
- **Timing and Planning**
 - Funding and state procurement
 - Unknowns and TBDs

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Timeline:

(NOTE: Depending on the RFP responses and other State factors, the timeline may be extended or put on hold)

- March 2019: RFP Issued
- April 2019 (Currently): answering questions from vendors; soliciting needs from towns; developing evaluation tools
- April 2019: RFP Due
- May/June 2019: Vendor Demonstrations
- June/July 2019: Vendor Selection
- July/August 2019: Independent Review
- September 2019: Project Starts/Contract Signed
- 2020: Transition and Implementation
- January 2021: Software in place/pilot
- July 2021: Transition Complete
- 2021: Continued Training and Implementation

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Some of the concerns/questions we have heard so far:

- *Reappraisal:* There is some concern from towns that are reappraising (or looking to reappraise in the near future) about when the rollout will be. There are concerns about their reappraisal firms getting on board/ being in the loop with the new software and how to include the change in their contracts.
- *Transition:* There have also been questions as to support once new system in place, the ‘transition’ period between systems and support until all the bugs are worked out. Some towns are frustrated with the current system, and there will need to be a lot of outreach on why things will be different this time around. Tax is responsible for training, along with what, if any, vendor is selected.

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Some of the concerns/questions we have heard so far:

- *CAMA:* One consistent comment we have had is that the new system is not a package deal requiring a uniform assessment/CAMA program. Some vendors could provide both, and we are not able to mandate which CAMA is used. However, depending on the vendor(s), we could negotiate a statewide rate that towns could leverage.
- *Control:* Is PVR taking over the business of assessing from listers? (Especially as this may relate to the creation of assessment districts). Will PVR be able to “override” code to the effect of changing cost schedules on an individual town basis? What about other services towns use (permitting, payroll, accounting, etc.)?
- *Cost:* This does not change the fundamental arrangement in place via statutory authority. The Tax Department must provide the Grand List Software and the municipalities are paid an annual amount for the Reappraisal/Grand List Maintenance and Equalization Study assistance.

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Questions for Municipal Officials:

(In the context of Grand List software):

- What is working well now?
- What do you hope we can keep doing?

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Questions for Municipal Officials:

- What is not working well for you now?
- What specific abilities or tools do you wish you had?
- Have you seen examples of better ways to do things?

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Questions for Municipal Officials:

- What is your biggest concern about getting a new program?
- What is your biggest hope about getting a new program?

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Questions for Us?

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THANK YOU!

We truly appreciate your time.

Please reach out at any time to give us your suggestions, feedback, and to ask questions at:

tax.pvr@vermont.gov

